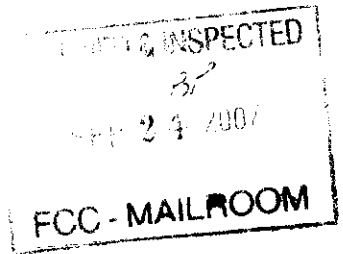


Florida FCC Certification Renewal and Supporting Documents



Introduction

The State of Florida has prepared this narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, particularly in response to the **FCC Public Notice DA 07-2761, CG Docket No. 03-123** released on June 22, 2007. Included in the Public Notice are the minimum mandatory FCC TRS requirements under 47 C.F.R. **§64.604 and §64.605**. A copy of this Public Notice and these mandatory requirements is attached as Appendix A.

The FCC has requested that each FCC TRS Certification Renewal application responds to the minimum mandatory FCC TRS requirements for providing telecommunication relay services and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

The Appendices included with this TRS Certification Renewal Application are as follows:

- A. Copy of the Public Notice DA 07-2761
- B. TRS, CapTel, STS, IP, VRS Training Outlines
- C. TRS, IP, VRS and CapTel Pledge of Confidentiality
- D. E911 Call Procedure
- E. Sprint Carrier of Choice Letter of Invitation
- F. Sprint Outage Prevention Program
- G. Sprint Disaster Recovery Plan
- H. Sprint TRS Standard Features Matrix
- I. Sprint Policy on 10 and 15 minute Rule
- J. FCC TRS Mandatory Minimum Standards & Compliance Matrix
- K. FCC CapTel Mandatory Minimum Standards & Compliance Matrix
- L. Sprint's Report to the FCC on VRS and IP Waivers
- M. Sprint Relay Fact Sheet
- N. Sprint's TSP Press Release
- O. Copy of TRS Information in Florida Telephone Directories
- P. Copy of Rule 25-4.110, Florida Administrative Code, Customer Billing
- Q. Copies of Florida Relay Newsletters
- R. Copy of Florida Relay Annual Report to the Florida Legislature
- S. Copy of Florida Relay Brochures and Other Advertisements
- T. Florida Statute Establishing TRS program
- U. Copies of Complaint Logs from 2002-2007
- V. Copy of Florida TRS RFP
- W. Copy of Florida Relay Surcharge Rate Order
- X. FPSC/FTRI Website Samples
- Y. Summary Reports of FPSC Test Calls
- Z. Notice of Substantive Change To TRS Program

DOCKET NO.

03-123

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